February 2015

Löner

User Manual

Information classification: Open
© Bankgirocentralen BGC AB 2013. All rights reserved.
www.bankgirot.se

bankgirot

Contents

1 Introduction 4
1.1 This document 4
1.2 What is Bankgirot? 4
1.3 What is a bankgiro number? 4
1.4 What is Löner? 4
2 Terms and definitions 5
3 Löner in practice 7
3.1 Standard functions 7
3.1.1 Reports from Bankgirot 8
3.1.2 File transfer 8
3.2 Options 8
3.2.1 Extended Reporting 8
3.2.2 Payments specification with salary details 8
4 Prerequisites 8
4.1 Agreement with bank 8
4.2 Adaptation of payroll software 9
4.3 Anti-tampering protection and passwords 10
4.4 Communication method 10
5 Using Löner 10
5.1 Customer test 10
5.2 Information in the payment initiation 10
5.3 Payment order 11
5.3.1 Different banks, different procedures 11
5.4 When does Bankgirot need the payment initiation? 11
5.4.1 Bankgirot's processing days 11
5.4.2 Time limit 11
5.5 Payment Instruction Reports from Bankgirot 12
5.5.1 Printed reports 12
5.5.2 Standard reports 12
5.6 Options 12
5.6.1 Extended Reporting 12
5.7 Cancellations and date amendments 12
5.7.1 Prerequisites 13
5.7.2 When does Bankgirot need cancellations and date amendments? 13

5.8 Report comments and explanations 13
5.8.1 Comments in the Rejected payments report 13
6 Who should you contact if you have any questions? 14
6.1 Different contacts 14
6.2 Questions on business and communication systems 14
6.3 Questions about prices and agreements 14
6.4 Questions about files 14
7 Contact channels and addresses 15

1 Introduction

1.1 This document

This is the user manual for Löner, or Salaries in English. The manual includes detailed information about Löner and is aimed at readers who will:

- Make a decision on whether to use Löner
- Adapt the company's procedures to be able to use Löner

1.2 What is Bankgirot?

Bankgirot is a European clearing house tasked with delivering market-leading solutions in the payments area that increase customers' competitiveness.

As the only clearing house for mass payments in Sweden, Bankgirot has a central role in the Swedish payments infrastructure and processes the great majority of these types of payments.

The bankgiro system is:

- An open system for both payers and payees
- The link between payers and payees

All payment institutions operating in Sweden can sign an agreement to participate in the bankgiro system. Bankgirot processes payments and information about incoming and outgoing payments for all parties.

Regardless of your bank connection:

- As a payee you can receive payments from all payers
- As a payer you can reach all payees

Within the framework of the bankgiro system, Bankgirot has established collaborations with several of the largest business, accounting and communication software companies. Together we create efficient business solutions for all payment needs, saving your business both time and money.

1.3 What is a bankgiro number?

A bankgiro number is an address that points to a bank account. A bankgiro number can be associated with the bank and account number of your choice.

When you want to receive payment, you simply quote your bankgiro number – you never need to provide your bank account details. The actual account is always hidden from the payer. If you change banks, you can keep your bankgiro number and your bankgiro payments will continue to arrive just as before.

1.4 What is Löner?

Löner, or Salaries in English, is a payments service that your company can use for paying salaries to all bank accounts in Sweden. You send your payment initiation when convenient and Bankgirot monitors and makes your salary payments when due.

Salaries can only be paid in Swedish kronor.

The table lists the most important advantages offered by Löner and shows how they benefit the customer.

Advantage	Customer benefit
Payment on the right day.	Interest gains
Less administration – the company can gather all salary payments into a single process.	Time savings

2 Terms and definitions

This table lists Bankgirot's definitions of the terms associated with the Löner service.

Term	Definitions
User manual	A manual that describes a service, how it is used and how a company adapts its procedures to use the service.
Bank day	All days except Saturdays, Sundays, Epiphany, Good Friday, Easter Monday, First of May, Ascension Day, Sweden's National Day, Midsummer Eve, Christmas Eve, Christmas Day, Boxing Day, New Year's Eve and New Year's Day (all according to the Swedish calendar), as well as any other days currently stipulated by the Swedish Act (1989:253) on Public Holidays.
Bankgiro Link	Bankgirot's communication product. Bankgiro Link includes: Secure communication solution with authorisation, based on PKI and certificates • File transfer over the Internet • Transfer of payment instructions to Bankgirot • Transfer of reports from Bankgirot • Electronic mandate control (for some banks)
Bankgiro number	An address that points to a bank account. A bankgiro number can be associated with the bank and account number of your choice.

Term	Definitions
Electronic payment order (ELU)	An electronic payment order that assigns Bankgirot the task of executing the payment instructions sent in a payment initiation. It must be sent to Bankgirot at the same time as the payment initiation. **Note:** The banks have different procedures for payment orders.
Payment initiation	The file the company sends to Bankgirot containing the payments to be made.
Payment instructions	The payments Bankgirot accepts and processes.
BgCom	An Internet-based communication service based on proven standards: Strong sender and recipient identification with electronic ID Anti-tampering protection with digital signature Encrypted sessions Mandate control
Check digit	A check digit that always appears last in, for example, an account number, an OCR reference number or a bankgiro number.
Date amendment form	Forms used to amend the date of records in a payment initiation or of the entire payment initiation.
Debit initiation	A file based on the payment instructions sent to the payer's bank for withdrawals (debits) from the payer's bank account.
Anti-tampering protection	For security reasons, all files containing payment instructions that are sent to Bankgirot must be provided with electronic anti-tampering protection. This anti-tampering protection can be a digital signature or authentication.
Communication method	The method a company uses to send files to and retrieve files from Bankgirot.
Credit initiation	A file based on the payment instructions sent to the payee's bank for deposits (credits) to the payee's bank account.

Term	Definitions
Customer number	A customer number at Bankgirot used as the address for file deliveries. The customer number can be linked to one or more bankgiro numbers. A customer number is always linked to a service.
Cancellation form	Forms used to cancel records in a payment initiation or the entire payment initiation.
Technical manual	A user guide with record and file descriptions. Mainly aimed at software companies and companies that develop proprietary software.
Customer test	Conducted to verify that the information in the files complies with the specified layout. Customer testing is not mandatory.
Reporting	All companies receive reports on executed, unexecuted and monitored payments. Reporting comprises a number of reports that can be received on paper. With the *Extended Reporting* option the company can receive reports other than those included in the standard agreement.

3 Löner in practice

3.1 Standard functions

This table shows how Löner works.

Step	Description
1	The company sends a file – the payment initiation – containing payment instructions to Bankgirot. Bankgirot monitors the pay day.
2	Bankgirot sends a debit initiation for a balance check inquiry to the company's bank on the bank day before pay day.
3	Bankgirot compiles payments in SEK for Bankgirot's clearing service. Bankgirot's clearing service sends settlement instructions in SEK to RIX where the money changes banks.
4	Bankgirot sends a credit initiation to the payee's bank and reports the event to the company.

3.1.1 Reports from Bankgirot

The company receives a report on all events in the Löner service. Reporting comprises a number of reports that can be received on paper. All reports are delivered daily. These reports are available as standard:

- Reconciliation report
- Stopped payments in balance check inquiry
- Rejected payments
- Cancellations / date amendments

Reference: For more information on reports from Bankgirot, see the section Payment Instruction Reports from Bankgirot.

3.1.2 File transfer

The company can choose between several different communication methods for sending the payment initiation to Bankgirot. **Reference**: For more information, visit www.bankgirot.se.

3.2 Options

3.2.1 Extended Reporting

With Extended Reporting the payer can enter an agreement for more than the standard reports on payment instructions.

3.2.2 Payments specification with salary details

The optional report is Payments specification with salary details.
Order the report from your bank. **Reference**: For more information on reports from Bankgirot, see the section Payment Instruction Reports from Bankgirot.

4 Prerequisites

4.1 Agreement with bank

Your company signs an agreement with its bank on Löner for a new or existing bankgiro number.

This table lists the details that the agreement between your company and the bank must include.

Detail	Comment
Bankgiro number	Which bankgiro number or numbers to use.
Customer number	Existing or new, assigned by Bankgirot.
Chosen communication method	**Reference:** See Communication method below.

Detail	Comment
Options	Extended Reporting
Report address	Where the reports will be sent. One of the following: • The company's address • The company's bank • The company's service bureau
Name(s) and phone number(s) of the contact(s) at the company for issues concerning: • Finances • IT • Passwords • Security	**Note**: If any of the above information changes, contact your bank branch.
The date on which the company will start using the service	No earlier than two bank days after the agreement is signed.

4.2 Adaptation of payroll software

In order to use the Löner service, the company's payroll software must be adapted to the service.

This table shows where you can find more information about the payroll software.

What do you want to know more about?	Reference
How Löner will work with your current payroll software	Contact the company's software supplier. If the company uses proprietary software, see the record and file descriptions in the technical manual for Löner. It can be found at www.bankgirot.se.
Communication and security solutions	For communication and security solutions: • See Communication method below *or* • Contact the company's software supplier

4.3 Anti-tampering protection and passwords

In conjunction with your company signing an agreement with the bank on Löner you will receive authentication keys for anti-tampering protection and passwords from Bankgirot or your bank.

If your company uses the same customer number and the same contact for other services, the company will automatically receive the same password and authentication key for anti-tampering protection for Löner. The same authentication key for anti-tampering protection and the same password can be linked to several customer numbers.

Otherwise a valid e-identity issued by a bank is used to create electronic anti-tampering protection.

Reference: Contact your bank for more information.

4.4 Communication method

Payment instructions are sent between your company and Bankgirot by file transfer. There are several different solutions for communicating with Bankgirot. Information on the available communication methods can be found at www.bankgirot.se.

Reference: The business system your company uses may only offer support for a particular communication method. For more information on this, contact your company's software supplier.

5 Using Löner

5.1 Customer test

To check that everything works, you can perform a test at Bankgirot that returns the test results as soon as possible.

This table shows how it works.

Step	Description
1	Your company creates a file from authentic material.
2	Your company sends the file to Bankgirot as a test file.
3	Bankgirot sends confirmation of an approved test result.

Tip: You can use the sample file available at www.bankgirot.se to help you create a salary file.

5.2 Information in the payment initiation

The payment initiation is the file you send to Bankgirot containing the payments to be made. Separately or together with a payment order it comprises a payment instruction to Bankgirot.

The table shows how to specify the clearing number for salary transfers to accounts at Nordea and Swedbank.

If the account is at...	...then use...
Nordea	• Clearing number **3300** for payments to accounts based on civic numbers • Clearing number **9960** for payments to PlusGiro accounts
Swedbank	Only the first four digits of the bank's clearing number. The fifth digit, the check digit, is not included.

5.3 Payment order

The payment order assigns Bankgirot the task of executing the payment instructions sent in a payment initiation. You send the payment order electronically to Bankgirot at the same time as you send the payment initiation.

5.3.1 Different banks, different procedures

The Swedish banks have different procedures as regards the requirement to send a payment order to Bankgirot in conjunction with payments. The following alternatives exist:

- Submitted payment initiations comprise approved payment orders
- An electronic payment order (ELU) must be sent

Check with your bank to find out what applies.

5.4 When does Bankgirot need the payment initiation?

5.4.1 Bankgirot's processing days

Your payments are processed on bank days. If you have specified a non-bank day as the payment date the payment is not processed until the next bank day.

Act in good time: We recommend that you send the payment initiation as far in advance as possible. Bankgirot monitors the payment date and you have time to correct any errors and avoid late or incorrect payments.

5.4.2 Time limit

The payment initiation, that is, the file with payment instructions and – if applicable – a payment order, must be received by Bankgirot no later than 19:00 two bank days before pay day if the money is to be available in the employee's bank account on pay day. An earlier time may apply in the case of delivery to/via the bank or service bureau.

5.5 Payment Instruction Reports from Bankgirot

5.5.1 Printed reports

The payment instruction reports are provided on paper for Löner. The reports are delivered daily, which means in the case of payment activity.

5.5.2 Standard reports

Report	Contents	Comment
Reconciliation report	All transactions via a bankgiro number since the previous report, as well as monitored payments.	A good basis for liquidity planning if you have many bankgiro numbers.
Stopped payments in balance check inquiry	Payments that the bank has stopped after the balance check inquiry.	-
Rejected payments	Payment instructions containing errors and therefore not processed.	Comments in the report indicate the error source
Cancellation/date amendment	Executed and unexecuted cancellations and date amendments.	Comments in the report indicate the error source

5.6 Options

5.6.1 Extended Reporting

The optional report is *Payments specification with salary details*. This report contains information about paid salaries. Each paid salary is reported together with the information you provided Bankgirot.

Order the report from your bank.

5.7 Cancellations and date amendments

The cancellation or amendment to the date of one or more payment instructions in Swedish kronor is done using a form (BG 661W). Fill in the form and send it directly from www.bankgirot.se.

Note: It is important to fill in all requested information about your company and the cancellation or amendment you want to make. If any information is missing the form cannot be submitted.

5.7.1 Prerequisites

One prerequisite for making cancellations and date amendments is that you send the cancellation/date amendment to Bankgirot *after* the payment initiation.

5.7.2 When does Bankgirot need cancellations and date amendments?

Date amendments and cancellations must reach Bankgirot no later than 19:00 *two* bank days before pay day. An earlier time may apply in the case of delivery to/via the bank or service bureau.

5.8 Report comments and explanations

5.8.1 Comments in the Rejected payments report

The *Rejected payments* report can include comments describing the different errors that have arisen in conjunction with salary transfers.

Note: All payments with any of the following comments must be rectified and resent to Bankgirot.

Comment	Explanation/Action
Bank account missing for credit transfer	No account number specified in the payment initiation.
Non-numeric amount	The amount contains characters other than numbers.
Payment instruction received too late	The specified payment date had already passed when Bankgirot received the payment instruction.
Credit transfer to bank not connected to Bankgirot	The payee's bank is not connected to Bankgirot.
Payee's bank account incorrect	The bank account number has an incorrect check digit. **Action**: Contact the payee.
Payee's bank account non-numeric	The bank account number contains characters other than numbers.
Payee's clearing number incorrect	The clearing number for the payee's bank is incorrect. **Action**: Contact the payee.
Unreasonable date	The date does not exist.
Incorrect currency code	The specified currency is not permitted.

6 Who should you contact if you have any questions?

6.1 Different contacts

Your company signs an agreement with your bank to gain access to the Löner service and the payments are managed using a business or accounting system with functionality determined by the software company. Here you can get help deciding who to contact with any questions you may have.

6.2 Questions on business and communication systems

Contact the software company if you have questions about business and communication systems.

Example questions:

- Does my accounting, business or communication system support Löner?
- How does automatic reconciliation work in my system?

Reference: If you would like information about the different software companies and whether they support a particular product, you can search for such information at www.bankgirot.se.

6.3 Questions about prices and agreements

Contact your bank if you have questions about prices and agreements.

Example questions:

- How do I register for and start using Löner?
- How do I add functions, change the communication method or change other specifics of the agreement?
- What does Löner cost?

6.4 Questions about files

The table shows who to contact if you have questions about sending files to or receiving files from Bankgirot.

If you have a communication solution connected to...	...then contact...
Bankgirot	Bankgirot (see www.bankgirot.se)
Service bureau	The service bureau
Your Internet bank	Your bank

7 Contact channels and addresses

Contact channels and addresses	
Bankgirot's Customer Service	Telephone, fax and e-mail to Customer Service can be found at www.bankgirot.se under Contact.
Postal address	Bankgirot 105 19 Stockholm
Website	Why not visit our website, www.bankgirot.se, where you can find the latest information on our services, frequently asked questions and manuals.